

"SERVICE, TRUST, PASSION"

TTS HOSPITALITY



CONTENTS

03 INTRODUCTION

Insight into the concept behind the start-up

04 OUR VISION & MISSION

Our core values and objectives in a nutshell

05 THE TEAM

Meet the faces behind the operation

07 OUR SERVICES

Range of our expertise and how we could add value to your brand

10 OUR PROPERTIES

Portfolio of what we handle currently



INTRODUCTION

ABOUT US

A team of enthusiastic, young industry experts joins forces to offer comprehensive solutions for your property, leaving no detail untouched. Our core values include integrity, commitment to excellence, a professional attitude, and personalized care.

With 4 to 12 years of experience in the Hospitality Industry, we are dedicated to positioning your property for success. Our focus on yield management, customer service, and advanced process management guarantees a high return on investment. Our solutions encompass Property Management, A Booking Engine, and Curated Travel Experiences.

Our 4-member team, supported by a capable staff in each property, creates job opportunities and provides on-the-job training for aspiring professionals in the Hospitality Industry. We are relentless in our pursuit of excellence, and by taking your property under our wing, we bring forth innovative ideas to benefit all stakeholders.

The name "TTS Hospitality" reflects our meticulous approach to life, ensuring clarity and attention to detail. It perfectly complements our Vision and Mission, emphasising the meaningful relationships we build over time.





OUR MISSION

The mission of TTS Hospitality is to create a mutually beneficial relationship between property managers and owners. They aim to position all properties managed by TTS as attractive options for all types of travellers. By maintaining high standards and improving processes, they seek to enhance revenue generation. TTS aspires to manage a portfolio of properties across Sri Lanka, The brand's goal is to become the most sought-after choice for small-scale property owners, effectively highlighting their properties to a wider audience.

OUR VISION

"Our vision is to become the Best Hospitality Service Provider in Sri Lanka.



Dilshan Sirisena- Co-Founder

Dilshan, a Chartered Marketeer, has vast experience in the Travel Trade for over a decade. He contributes to the digital marketing section and online growth for the group of companies.

Dilshan has worked at Butterfly Vacations as a Director for a period of 10 years and consequently managed a travel tech platform- " Travcal' for another 2 years. His passion for the outdoors still occupies a big portion of his lifestyle. As a result of such, he started his own brand called- 'Troopy Sri Lanka' in 2021, Troopy curates experiences in pop-up camping and overlanding in the country. He currently manages Karpaha Sands in Kalkudah as their lead Sales & PR consulatant.

His connection with the local community also lead him to start his brand- 'No Emissions'- focussing on home deco made out of organic products. Through No Emissions he is now able to give back to the community and hopes to build a marketplace for all rural skilled artisans.



Adam Kenny- Co-Founder

Meet Kenny, a highly skilled hotel school graduate with an impressive 8-year journey at Cinnamon Hotels and Resorts. Driven by his passion, Kenny transitioned to sales and demonstrated exceptional prowess as an Executive and later, a Senior Sales Executive and Assistant Sales Manager in the DMC Sales Team.

As his career progressed, he took on the role of Sales Manager, overseeing a team of 13 staff members and expertly selling 800+ rooms, a DMC portfolio of 600+ DMCs, 200+ corporate accounts, and optimizing direct and OTA sales for Cinnamon Hotels & Resorts. He currently leads the DMC sales consultation for Crystal Property Group in Sri Lanka.

With a wealth of experience under his belt, Kenny now envisions a new path. Driven by a desire to make a difference outside the corporate framework, he aims to serve smaller stakeholders, and elevate SLH Properties to set higher standards for the entire Sri Lankan Hospitality Industry. With his passion and purpose, Kenny aspires to create a positive impact and raise the bar for excellence in the industry.



Pawani Neligama- Head of Sales & Marketing

Introducing Pawani, a talented home baker with an impressive background of over 5 years at Cinnamon Hotels and Resorts. Her journey began as a Corporate Sales Executive in the Sales Team, where she managed a portfolio of 200+ corporate accounts, nurturing and developing strong relationships with them.

Pawani's role involved catering to the needs of these corporate clients for various events, conferences, and incentives. She excelled in curating unforgettable event experiences, hosting revenue-focused meetings, and ensuring seamless coordination for their outings. A notable aspect of Pawani's expertise lies in bank promotions. Her strategic partnerships with various banks, leveraging credit card offers, played a significant role in generating a substantial percentage of room nights for the properties she worked with.

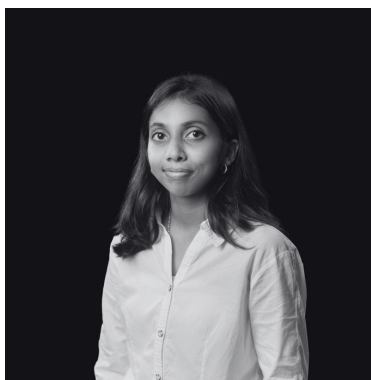
With Pawani's dedication, expertise, and warm approach, she is a true asset to any team, bridging her proficiency in hospitality and her love for baking, making her a standout individual to work with.



Jeena Wickremaratne- Head of OTAsconnect

Meet Jeena, a hospitality maven with a flair for making a positive impact in the industry! With her keen focus on sales, marketing, and digital strategies, she's excelled in various roles like Head of Online Sales, Manager of Digital and E-commerce Marketing, and Manager of Website Design and Efficiency. Jeena's accomplishments speak volumes – she's boosted revenue, improved online visibility, and executed successful marketing campaigns for hotels and resorts.

Jeena leads the charge at OTAsConnect, a fantastic subsidiary of TTS Hospitality. Alongside her talented team, she's on a mission to help hotels and villas reach their full online sales potential. OTAsConnect handles everything from inventory management to revenue optimization. She's determined to change the game by showing that OTAs aren't just a necessary part, but valuable allies for properties. She wants to break the barriers and myths surrounding OTAs, shining a light on their potential as powerful distribution channels. Her goal is to help properties expand their reach, attract diverse guests, and achieve remarkable revenue growth – all with a friendly smile! With Jeena's forward-thinking approach, OTAsConnect stays ahead of industry trends and customer preferences, using innovative tech and strategic partnerships to tailor perfect solutions for each property. So if you're looking to excel in the online distribution game, Jeena and her team have got your back!



Filishiya Thuring- Creative Head- Scope Digital

Meet Filishiya Thuring, fondly known as "Fili." She may have started as a fresh face in the industry, but her four years of experience as a customer service agent in a reputed airline company have made her a seasoned professional. Don't let her small stature deceive you – Fili is a massive multitasker who can effortlessly handle customer complaint calls while studying algebra and providing real-time assistance to customers.

Filishiya, the Head of Creatives for Scope Digital which is another subsidiary of TTS Hospitality. With a fun-loving spirit and an expert eye for design, she brings life and vibrancy to every project she touches. Her creativity knows no bounds as she masterfully crafts captivating visuals and engaging content that leaves a lasting impact on audiences. Filishiya's passion for her work shines through in every post, and her enthusiasm is contagious, making her an invaluable asset to any team.

With Fili on board, you can expect nothing but top-notch service and a vibrant energy that's sure to leave a lasting impression.



OUR SERVICES

Some of the key areas we specialize includes:

1. Sales - DMC / Local Corporate / OTA's
2. Social Media / Digital Marketing
3. Relationship Management
4. Reservation & Inventory Management
5. Revenue Management
6. Payment Collection
7. Operations Assistance
8. Fully Integrated Web Booking Platform Solutions / Channel Manager

With our expertise covering these diverse aspects, we are fully equipped to cater to your needs and provide exceptional solutions.

SALES - OFFLINE

Our activities include:

- Engaging with corporate customers and travel agents to promote the property.
- Conducting sales visits to showcase the property's offerings.
- Hosting VIPs and managing relationships with key clients.
- Positioning the property with Destination Management Companies (DMCs) to gain visibility in foreign markets.
- Delivering property presentations and insights to generate demand in both local and foreign markets.
- Implementing sales strategies to stimulate demand within the local market.
- Managing the corporate database effectively.
- Developing MICE (Meetings, Incentives, Conferences, and Exhibitions) sales strategies to attract group bookings.

SALES - OTA'S CONNECT ONLINE

We handle the management of all Online Travel Agents (OTAs) including Booking.com, Expedia, and the Brand Site. Our expertise includes:

- Dynamic rate management based on demand, booking period, and seasonality.
- Ensuring Rate Parity across all channels.
- Strategically setting optimal pricing to attract the right demand.
- Constantly managing inventory across all OTA platforms.
- Taking charge of channel manager management for onboarded properties.
- Ensuring competitive rates are available online.
- Collaborating with the Offline sales team to maintain rate parity.
- Providing innovative pricing solutions to increase bookings.
- Running seasonal offers on OTAs.

Follow the link for more info on our Online sales services - [OTAsConnect Profile - Google Drive](#)

MARKETING - SCOPE DIGITAL

Our focus includes:

- Enhancing TTS's social media presence and brand visibility on the website.
- Implementing strategies to increase reviews and ratings on OTA platforms.
- Identifying market segments and distribution channels through social media platforms.
- Circulating EDMs/flyers to the existing TTS database twice a month, targeting the right audience.
- Creating comprehensive content plans.
- Managing various social media pages effectively.
- Forming partnerships with leading banks to promote properties through credit/debit cards.
- Presenting a proposed marketing spend for each month, with the property owner sharing the cost for the first six months.
- Offering digital marketing campaigns for the property (additional charge).
- Providing a complete digital marketing plan for the year.

Follow the link for more info on our Digital Solutions - [Scope Digital Profile - Google Drive](#)

RESERVATIONS/REVENUE MANAGEMENT

Our responsibilities include:

- Communicating with customers and addressing their needs.
- Sending booking vouchers to confirmed customers.
- Efficiently managing inventory to ensure smooth operations.
- Handling calls, queries, requests, and customer complaints with care and professionalism.
- Writing personalized communications to both online and offline customers to enhance their journey.
- Ensuring that customer preferences are taken into account upon their arrival.
- Maintaining an availability chart and providing weekly updates to the property owner on bookings.
- Implementing revenue management solutions with structured pricing to maximize revenue.
- Identifying appropriate pricing based on supply and demand dynamics.
- Maintaining market share and fair share for the property to achieve optimal performance.

WEB BOOKING SOLUTIONS

As an option, just like the TTS website, we provide you with the opportunity to collaborate with the TTS Team to create a fully integrated website. This brand new website will include a Booking solution and an in-built payment gateway (additional charges apply)



"SERVICE, TRUST, PASSION"

OUR PROPERTIES

Luxury Brands

- Tribe Yala

Star classified Resorts

- Kalus Hideaway- Udawalawa
- Victoria Golf Resort Digana by John Keells
- Hikkaduwa Beach Hotel
- Hatch House Colombo
- The Glenrock, Belihuloya
- Kumbukgaha Villa

Villas

- Kurokawa Kalutara
- Villa Lagoonscape, Negombo
- Oasis Bungalow & Cottage, Nuwara Eliya
- The Villa, Bolgoda
- Governors Camp- Yala, Udawalawe, Wilpattu
- DMC Consultation for Crystal Sands and the Crystal Property Group
- Sales Consultation for Karpaha Sands, Kalkudah

MORE VALUE WITH TTS

- Handling of the property owners/ partners call- (Exclusively handled by TTS)
- Exclusive Sales Visits- Local Cooperates & DMC's
- Reservations hotline/Customer service number
- One time OTA setup fee
- Handling of OTA's
- Inventory & Revenue Management Consultation by TTS Team
- Free listing on the TTS OTA platform for online visibility- www.tts-hospitality.com
- One time System Setup fee
- Reservation System and Channel Manager- www.ezee.com
- Free Mobile App for the property owner to access real time inventory
- KAM allocation (Sales Representation)
- Client database creation & management
- Website development for the property (Chargeable)